

## **Medicaid: Billing**

According to the Utah Medicaid Provider Manual (April 2015), 1-8 Documentation

*A. The provider must develop and maintain sufficient written documentation for each service or session for which billing is made to support the procedure and the time billed. See Chapter 2, Scope of Services, for documentation requirements specific to each service.*

According to the DHS/DCFS Contract, Part IV. D. 3.,

*SUPPORTING DOCUMENTATION: The Contractor shall maintain the documentation necessary to support the services and/or costs billed by the Contractor and shall submit such documentation with the billings if requested. The Contractor shall store and file required documentation in a systematic and consistent manner. 4. Questioned Costs: DHS may consider any billing by the Contractor to be a questioned cost if the billing is not supported by proper documentation verifying that the amounts billed for services provided or costs incurred pursuant to this Contract were actually provided or incurred in accordance with Contract provisions.*

According to the DHS/DCFS Contract, Part I.E. 4.,

*REMEDIES: If DHS determines that the Contractor or a subcontractor has failed to comply with any of the provisions of this Contract, DHS may do any of the following:*

*a. Disallow Contractor Expenditures. DHS may disallow the Contractor's and the subcontractor's expenditures and adjust its payments to the Contractor by deducting such disallowed expenditures.*  
*b. Withhold Payment. DHS may withhold funds from the Contractor for contract noncompliance, misuse of public funds, or failure to comply with State and federal law.*

*(1) If an audit finding or judicial determination is made that the Contractor or its subcontractor misused public funds, DHS may also withhold funds otherwise allocated to the Contractor to cover the costs of any audits, attorneys' fees and other expenses. DHS shall give the Contractor prior written notice that the payment(s) will be withheld. The notice shall specify the reasons for such withholding. DHS shall inform the Contractor whether any amounts withheld may be released, and if so, the actions that the Contractor must take to bring about the release of any amounts withheld.*

*(2) If an independent CPA audit or DHS review determines that the payments made by DHS to the Contractor were incorrectly paid or were based on incorrect information from the Contractor, DHS may adjust or withhold the Contractor's payments for the remainder of the contract period or until DHS fully recoups the funds.*

*c. Require Repayment. Upon written request by DHS, any overpayments, disallowed expenditures, excess payments or questioned costs are immediately due and payable by the Contractor. In the alternative DHS shall have the right to withhold any or all subsequent payments pursuant to this Contract until DHS fully recoups these funds. In such cases, the Contractor shall not reduce the level of services required by the Contract.*

*d. Require Corrective Action. The Contractor shall comply with the terms of any corrective action plan required by DHS.*

*e. Suspend Client Placements. DHS may suspend client placements with, and/or client referrals to, the Contractor, if DHS determines the Contractor is not complying with the terms of this Contract. DHS/DCFS will provide written notice to the Contractor prior to implementing a*

*suspension. The notice will advise the Contractor of any actions required of it to lift the suspension.*

*f. Terminate the Contract. DHS may terminate this Contract in accordance with the contract termination provisions outlined below.*

*g. Pursue Any Legal Remedy. DHS and the Contractor may avail themselves of all remedies allowed by state or federal law.*

**Provider Action Required:** The agency must pay back **\$187.80** for sessions that were billed without supporting documentation. For all pay back billings, the agency has the following options:

(1) You can do an electronic “replacement claim”. There are instructions on the Utah Medicaid website, [www.health.utah.gov/medicaid](http://www.health.utah.gov/medicaid) in the Health Care Providers section, Coverage and Reimbursement Tools, click on Claims and Reimbursement, then click on 5010 Companion Guides, scroll down to the (UHINT 2.5 Templates), click on the 837 professional claim and follow the instructions on pages 2 and 3 of this document. Or you may call 1-800-662-9651 and select Option 3 (Health Care Provider), Option 5 (Electronic Billing) and a team member can help give you "replacement claim" instructions.

OR

(2) You can do a “direct payment” to UDOH. To do this you must include the following documentation: Name of Client, Client ID#, Date of Service, Billed Amount, Contracted Amount, and Difference between Billed Amount and Contracted Amount. You must send the check for the difference between the billed amount and contracted amount to Medicaid Operations, Attn: Cecelia Richins at P.O. Box 143106, Salt Lake City, Utah 84114-3106.

If you have additional questions you may also contact Cecelia Richins at UDOH, 801-538-6567.

Also, in the agency’s response to this report, please indicate how you handled the payback. Further, please describe, in writing, what billing process the agency will adopt to ensure that in the future accurate billings are submitted to the DOH.

**Action Required:** The agency must pay back **\$149.01** for the sessions listed above. The agency must do an electronic “replacement claim”. There are instructions on the Utah Medicaid website, [www.health.utah.gov/medicaid](http://www.health.utah.gov/medicaid) in the Health Care Providers section, Coverage and Reimbursement Tools, click on Claims and Reimbursement, then click on 5010 Companion Guides, scroll down to the (UHINT 2.5 Templates), click on the 837 professional claim and follow the instructions on pages 2 and 3 of this document. Or you may call 1-800-662-9651 and select Option 3 (Health Care Provider), Option 5 (Electronic Billing) and a team member can help give you "replacement claim" instructions.

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